



Emerging Practices in Staff Training for TANF Programs

September 21, 2016 - 3:00 - 4:00 p.m. EST

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Office of Family Assistance

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Welcome

Introductions and Objectives

Lisa Washington-Thomas, OFA

About the Presenters

Understanding Training in Human Services

Setting the context - Components of effective training

Charmaine Brittain

Butler Institute for Families, University of Denver

Washington State's Experience

Bill Callahan

Washington State Department of Social and Health Services

Today's Objectives

- ▶ Understand how to gain buy-in from busy TANF staff to engage in training.
- ▶ Explain components of effective training systems.
- ▶ Become aware of Washington State's effective training program.

Understanding Training in Human Services

Charmaine Brittain

Assess Your Training System

It starts with understanding where you are at.....

Polling Question

The agency has a training plan that addresses training for all levels of staff, methods, and proposed outcomes.

- A. Yes
- B. Partially
- C. No
- D. N/A

Polling Question

A needs assessment of knowledge and skill needed by staff is conducted periodically (for example, once per year).

- A. Yes
- B. Partially
- C. No
- D. N/A

Polling Question

The staff development manager/director is also on the agency's leadership team.

- A. Yes
- B. Partially
- C. No
- D. N/A

Polling Question

For most or all trainings, the agency has a curriculum that includes a facilitator's guide and all materials needed for a training, e.g., handouts, PowerPoints, supplemental materials.

- A. Yes
- B. Partially
- C. No
- D. N/A

Polling Question

The agency offers a variety of transfer of learning methods to reinforce concepts learned in web-based and classroom trainings.

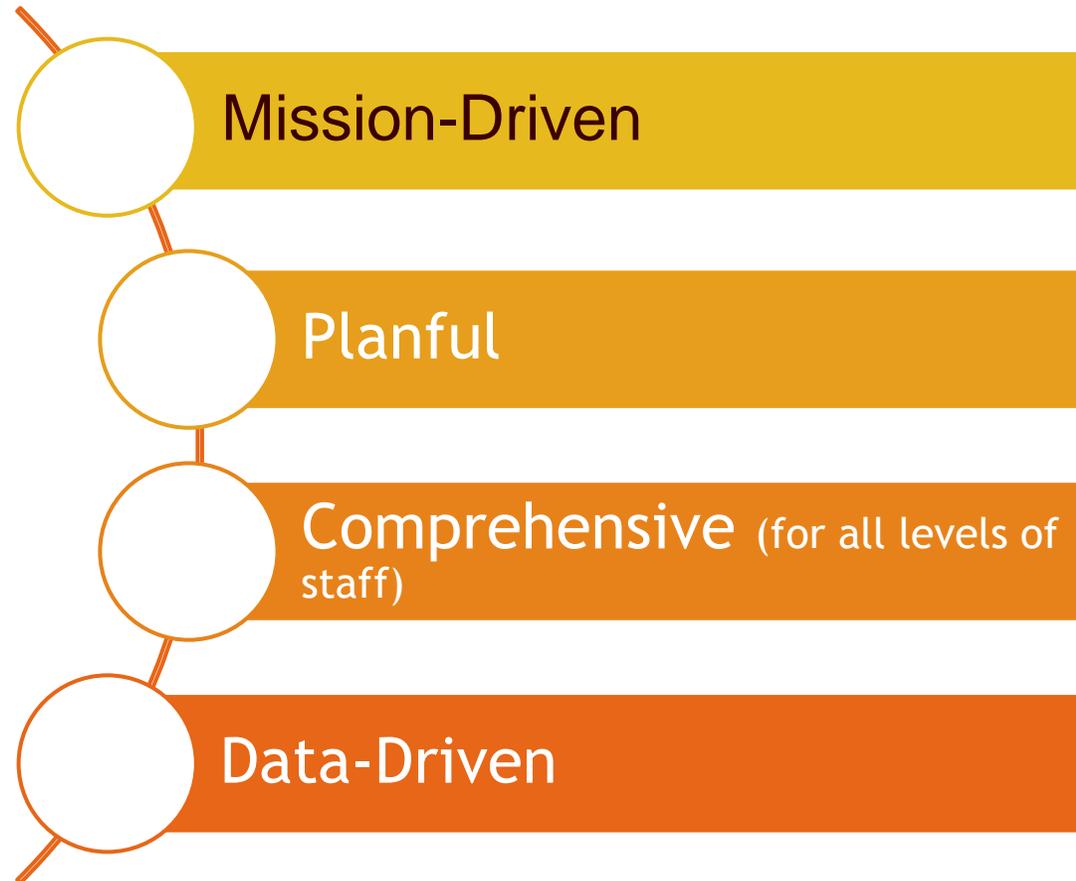
- A. Yes
- B. Partially
- C. No
- D. N/A

Polling Question

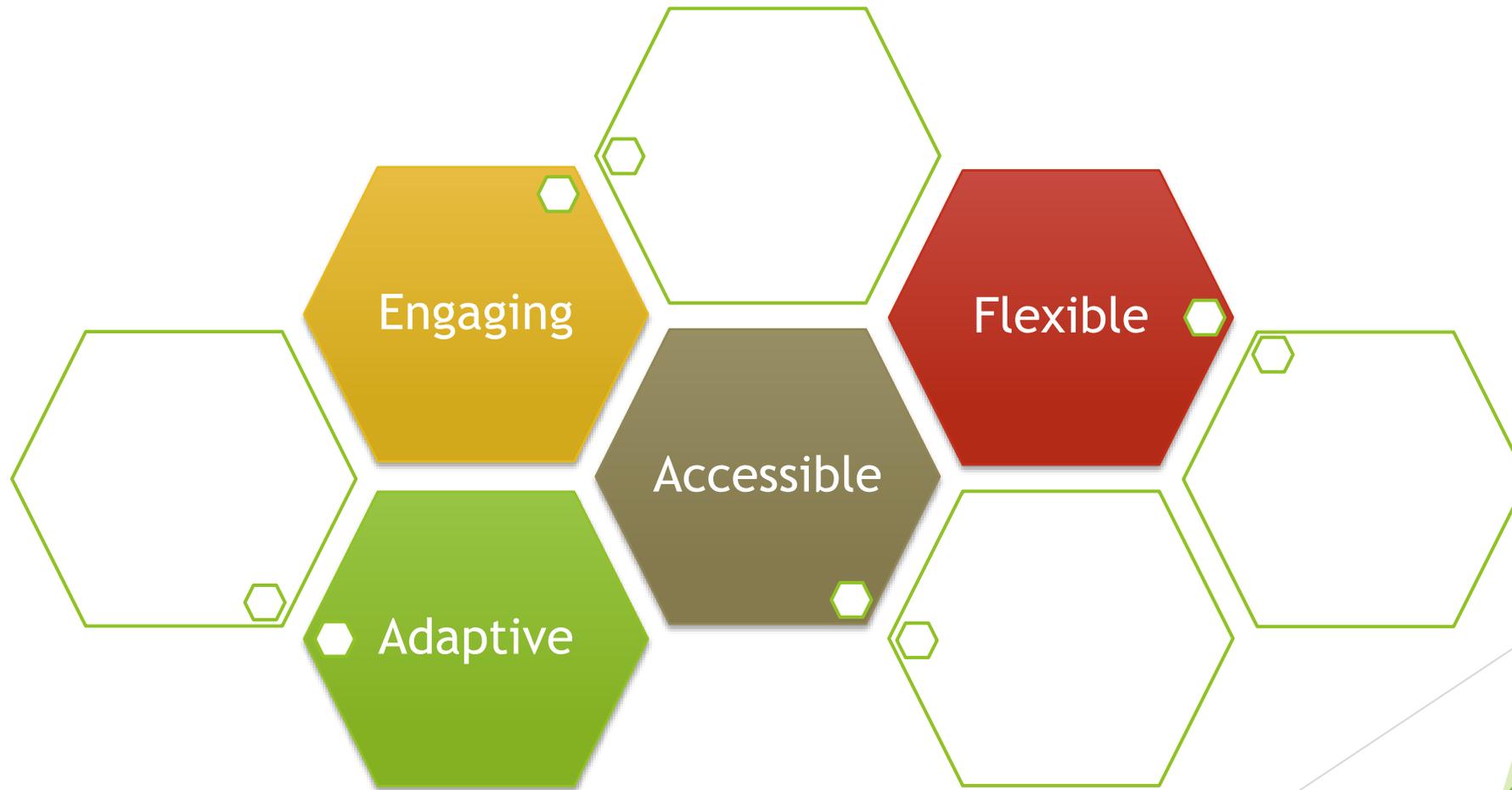
The agency has an evaluation plan to assess the array of trainings and the acquisition of knowledge and skills.

- A. Yes
- B. Partially
- C. No
- D. N/A

Characteristics of Effective Training Systems



Characteristics of Effective Training Systems



Washington State's Experience

Bill Callahan

Washington State's Experience

Bill Callahan

DSHS

ALTSA

BHA

CA

DDA

FSA

RA

OFA

ESA

OAS

ITS

DCS

CSD

Washington State's Experience

Bill Callahan

TANF

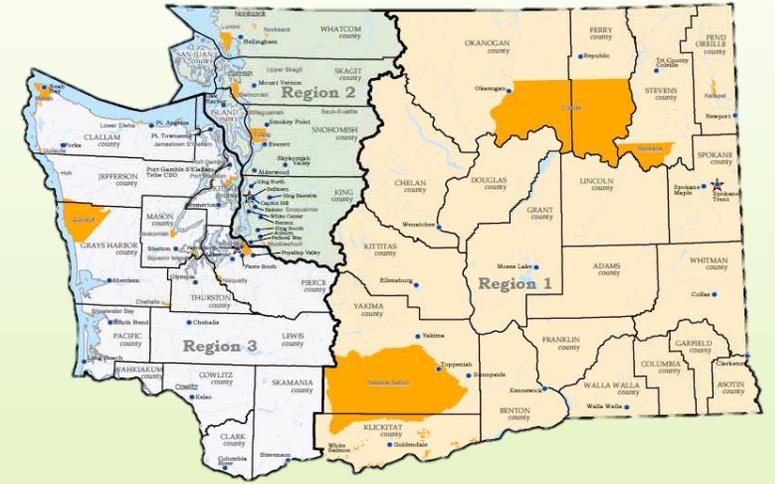
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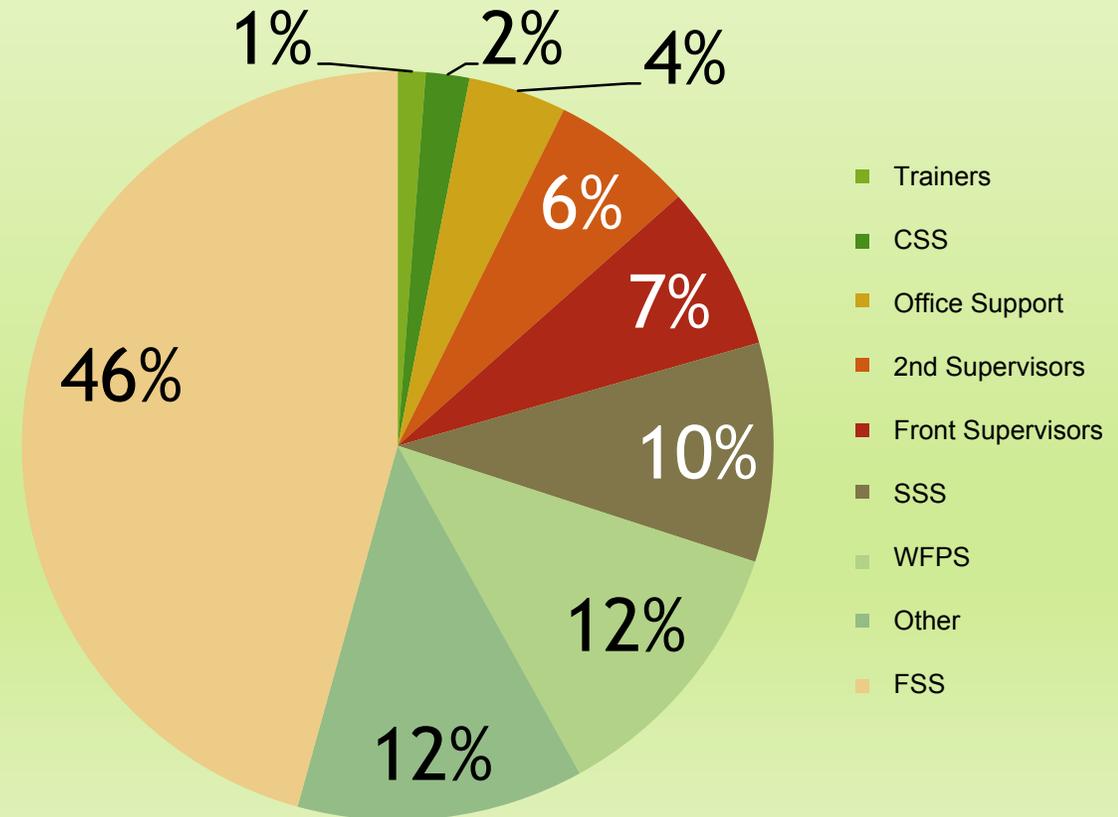
Washington State's Experience

Bill Callahan



A few numbers for perspective:

- 2,700 staff +/-
- 6 main job classes (and several dozen others)
- 52 Local Offices & 1 Statewide Call Center
- Of 33 “Trainers”, 5 are “Instructional Designers”



Washington State's Experience

Bill Callahan

Our Approach:

- Training Plan
- Periodic Training Needs Assessment
- Training Manager on the Leadership Team
- Trainer's Manuals
- Multiple Training Interventions Targeted to Need
- Training Evaluation

A Dialogue About Training—What Works

Bill Callahan
Charmaine Brittain

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Facilitated Question and Answers

Carol Mizoguchi, Office of Family Assistance

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Meeting

U.S. Department of Health and Human Services
ADMINISTRATION FOR
CHILDREN & FAMILIES

OFA PeerTA
Strengthening Self-sufficiency Pathways

OFA PeerTA Network Webinar

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